

To: Grantham, Nancy[Grantham.Nancy@epa.gov]
From: Joanne Spina
Sent: Thur 8/20/2015 5:22:13 PM
Subject: Feedback on the Call Center

Nancy, thank you for participating in the discussion about tonight's meeting. We are grateful for the expertise that you and the other professional PIOs, Meghan from CDPHE and Sarah from OEM, bring to the table. I think with all the good dialogue that has occurred, tonight's meeting will be positive and successful. Thanks for your role in helping that to occur.

On a different subject, below is an email from one of our employees who staffed the call center yesterday that I thought would be of interest to you. I'm not sure who is in charge of the call center – the JIC Manager or someone else - but I thought you could help route this to the appropriate person (or let me know who it is so that I can forward it to that person).

Thanks, again, Nancy. If you have any questions or if there is any additional assistance I can provide, please let me know.

Joanne M. Spina

Assistant County Manager

La Plata County

1101 E. 2nd Ave.

Durango, CO 81301

Phone: 970-382-6211

Email: joanne.spina@co.laplata.co.us

From: Walt Walker
Sent: Thursday, August 20, 2015 8:55 AM
To: Joanne Spina
Cc: Kelli Ganevsky
Subject: RE: Call Center Needs Our Help!

Hi Joanne,

As an FYI half the calls that we fielded on Tuesday were from citizens who had already called in to request that their water wells be tested and they had no follow up from the EPA or their contractors. While I think the call center is a good idea the structure needs to change. At this point most of the callers do not want or need to talk to a County employee, they need to talk to the EPA about their water well. The structure that I worked in on Tuesday, where County employees took the call, then handed it off to the State OEM, PIO and then he passed the request off to the EPA was less than functional.

I am concerned that the citizens trust in La Plata County employees is going to be compromised as their frustration grows with the well testing issue. From my observations the EPA needs to contact everyone on the well test waiting list and give them a specific time and date that the tests will be done. And, the contact should take place on the same day that the water well request comes into the call center.

Walter Walker

La Plata County Risk Manager

970-382-6365

From: Joanne Spina
Sent: Wednesday, August 19, 2015 1:05 PM
To: Entire County
Subject: Call Center Needs Our Help!
Importance: High

Good afternoon. As you know, our Office of Emergency Management has established a call

center/hotline at the Fairgrounds in order to take requests from the public for water well testing and water delivery, to field questions that citizens may have, and to share current and accurate information. The call center needs our help this week, including this afternoon, tomorrow and Friday. If you would like to participate in staffing the call center, please discuss this with your supervisor and/or department director to obtain permission to serve. Once you have done so, please call Jan Mayer Gawlik at Ext. 6219 to schedule your shift and obtain additional information about the assignment. Any amount of time you can spend to assist at the call center would be most appreciated. (The call center is open from 8 am to 6 p.m.)

It's important that we keep track of all the time spent by county employees in support of the Gold King effort, so please remember that any employee who provides assistance (in any capacity) should note on his/her time card the hours worked related to the incident. This includes anyone who performed work related to, or in support of, the incident. For specific instructions about recording information on your time card, please consult your department director or Teresa Hunt in Finance at Ext. 6302.

Thanks to anyone who may be able to assist at the call center this week.

Joanne M. Spina

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